



# JACKSON JAMES

Security Personnel

## About Me

Experienced and dedicated security professional with a proven track record in both the aviation and cruise industries. With a strong background in ensuring the safety and security of passengers, crew, and assets,



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Road 2708, Block 327 Adliya  
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## LANGUAGE

- English
- Hindi
- Malayalam

## EDUCATION

- **B.Tech || (2011 - 2016)**  
St. Vincent Pallotti
- **HSC || 2011**  
K.V. Kamptee
- **SSC || 2009**  
K.V. Kamptee

## EXPERIENCE

### Carnival Cruise Line

Florida - USA

2022 - Present

1. **Passenger and Crew Safety:** Implement and oversee security protocols to ensure the safety and well-being of all passengers and crew members during the entire cruise journey.
2. **Surveillance and Monitoring:** Utilize surveillance systems and conduct regular patrols to detect and prevent any unauthorized activities, potential threats, or safety hazards.
3. **Screening and Access Control:** Carry out thorough passenger and crew member screening procedures at embarkation and disembarkation points, utilizing security equipment as necessary.
4. **Emergency Response:** Be prepared to respond swiftly and effectively to various emergency situations, such as medical incidents, fires, security breaches, and natural disasters, in accordance with established protocols.
5. **Conflict Resolution:** Handle and de-escalate conflicts among passengers and crew members professionally and diplomatically, ensuring a harmonious onboard atmosphere.
6. **Regulatory Compliance:** Stay up-to-date with industry regulations and security standards, ensuring that all security procedures adhere to relevant laws and guidelines.
7. **Collaboration:** Collaborate closely with other shipboard departments, including guest services, medical staff, and ship management, to maintain a cohesive approach to security and safety.
8. **Reporting:** Accurately document and report any security incidents, breaches, or concerns to the appropriate authorities and management.
9. **Training and Drills:** Participate in regular security training sessions, emergency drills, and exercises to enhance preparedness and response capabilities.
10. **Customer Service:** Interact with passengers in a courteous and respectful manner, addressing any security-related inquiries and providing assistance as needed.

## SKILLS & EXPERTISE

- Screening
- Surveillance
- Regulations
- Coordination
- Conflict-resolution
- Communication
- Access-control
- Drills
- Collaboration
- Customer-service
- Adaptability
- Threat-assessment
- Vigilance
- Compliance
- Documentation
- Professionalism
- Teamwork
- Problem-solving
- Risk-management

## CERTIFICATIONS

- **STCW Maritime**
- **Screeners**
- **Basic Avsec**
- **DG**
- **Ramp Safety**

### IndiGo Airlines Nagpur, Maharashtra 2018 - 2022

1. **Passenger and Baggage Screening:** Conduct thorough screenings of passengers and their belongings to detect prohibited items, potential threats, or security breaches before boarding.
2. **Access Control:** Monitor access points to secure areas, ensuring that only authorized personnel and passengers gain entry.
3. **Security Checks:** Perform regular security checks of aircraft, facilities, and equipment to identify and address any security vulnerabilities.
4. **Surveillance and Monitoring:** Utilize security equipment, such as CCTV cameras and X-ray machines, to monitor activity in key areas and promptly respond to any suspicious or unusual behavior.
5. **Emergency Response:** Act swiftly and effectively in response to security incidents, medical emergencies, and other crises, coordinating with relevant parties to ensure passenger and crew safety.
6. **Regulatory Compliance:** Stay updated with aviation security regulations, including those set by local and international authorities, and ensure all procedures adhere to these standards.
7. **Collaboration:** Work closely with airport and airline staff, law enforcement, and regulatory agencies to coordinate security efforts and maintain a unified approach to safety.
8. **Documentation:** Accurately document security incidents, prepare incident reports, and maintain records in accordance with established procedures.
9. **Conflict Resolution:** Handle passenger conflicts and challenging situations professionally, de-escalating tensions and ensuring a harmonious atmosphere at the airport.
10. **Training and Drills:** Participate in regular training sessions, security drills, and simulations to enhance your response capabilities and adapt to evolving security threats.
11. **Customer Service:** Interact with passengers in a courteous and respectful manner, addressing security-related inquiries and providing assistance as required.